

## **Job Description / EMPLOYEE SHUTTLE DRIVER**

### **Nature and Scope**

Shuttle drivers are responsible for safely transporting clients and their bikes, providing superior service. Drivers must have good communication skills both oral and written to interact with fellow team members, maintenance, the operations team as well as the public they serve. Commitment, patience, maturity, and initiative are required qualities.

### **Knowledge & Skills Required**

- Class 4 drivers license
- Able to load bikes and drive
- Must be capable of driving a passenger vehicle with a bike trailer.
- Organized, punctual and reliable
- Team player with a positive attitude
- Calm, pleasant and helpful manner
- Excellent driving skills and habits
- Map reading ability
- Ability to communicate effectively with all parties
- Commitment to excellence in customer service
- Knowledge of attractions and venues in and out of town

### **Principal Duties and Responsibilities**

- Drive safely, responsibly and be prepared for all road conditions
- Respect fellow employees, equipment and customers
- Ensure compliance with the "Hours of Service" requirements
- Pre and post trip checks of the unit each time it is used (emphasis on ensuring adequate fluid levels)
- Complete all applicable paper work required
- Maintain radio contact and use proper radio protocol
- Manage passenger behaviour by quickly and effectively solving problems
- Communicate with dispatch at your scheduled time, prepared and ready to go.
  - Fuel bus as required and record information as per procedure
    - Don't let fuel go under 1/2 tank
    - No passengers on while fuelling
- Fuel cards are assigned to the individual and they are responsible for loss, etc.
- Maintain a clean vehicle
- Complete & submit all pre-trips for all defects
- Must attend required safety meetings and other training sessions
- Report unsafe conditions
- Report an injury
- Use the safe work procedures
- Cooperate with the employer through involvement in all aspects of the health and safety management system

### **Safety Expectations**

- Follow OH&S regulations regarding reporting of unsafe conditions
- Correct unsafe conditions
- Make safety suggestions
- Comply with applicable laws, regulations and policies
- Know where registration, inspection and collision reporting documents papers are located
- Make sure you are well rested
- A "Drivers Abstract" will be obtained annually.
  - All employees are required to sign an authorization form allowing The Company to obtain their abstracts
- Drivers must carry their driver's licence with them when on duty driving.
  - If the licence becomes lost, stolen or destroyed, operations must be notified immediately.
  - A duplicate must be obtained before the driver may continue driving.

### **Working Conditions**

Drivers must be available to drive applicable shifts in accordance with contractual customer obligations while adhering hours of service and applicable labour laws

Drivers must be well groomed and appropriately attired for the season.

Must be willing to drive in all kinds of weather, light, road and traffic conditions.

### **Evaluations**

Based upon:

- Consistent ability to perform tasks related to position
- Demonstration of a safe attitude in all facets of work (example: fills in vehicle defect reports, completes unit log book entries as required)
- Care of vehicle and proper maintenance reporting
- Meeting day-to-day performance standards
- Attendance – reports on time, stays on the job, no unexcused absences
- Adherence to the company rules, regulations & guidelines
- Adherence to applicable provincial laws and regulations
- Adherence to National Safety Code

